

Awards for innovation, achievement among highlights of FS/TEC

FS/TEC 2002 at the Gaylord Palms Resort and Convention Center in Orlando, Fla., blended recognition and receptions with a full slate of educational programs and exhibits.

Awards for innovation and excellence in technology projects or personnel were presented to Applebee's International Inc., Center Management Co., Great Circle Family Foods LLC, Shari's Management Corp. and the U.S. Army Reserve Command.

Get Thinking Inc., a creator of custom online and computer-based training materials, received the FS/TEC Best First-Time Exhibitor Award, and the booths of IBM Corp. and ParTech Inc. tied for Best of Show honors.

"A lot of this could not have happened without a very fine team that managed to fulfill the promises made to upper management," Ron McCauley, vice president and chief information officer for 100-unit Shari's, remarked while accepting the FS/TEC Team Excellence Award. Among other work in recent years, McCauley's team has been involved with the rollout of back-office workstations and point-of-sale systems to the restaurants, upgrades to enterprise applications, the development of a data warehouse and the creation of an intranet.

The FS/TEC Project Excellence Award went to Center Operating Co., the management arm of the year-old American Airlines Center professional sports and entertainment arena in Dallas, where foodservice is handled by Sportservice, a division of Delaware North Cos.

Brad Mayne, Center Operating Co.'s chief executive, said the project would not have been possible without the vision of AAC owners Tom Hicks and Mark Cuban. He also cited the knowledge and products of the center's technology partners and suppliers, including primary application service providers and point-of-sale specialists InfoGenesis, Eatec Corp., Amaranth Wireless Inc. and Shift4.

This year's FS/TEC Distinguished Achievement Award went to Phil Joyner, director of information technology for The Restaurant Co., operator of the Perkins Restaurant & Bakery chain; Barry Logan, president of Squirrel Systems; and Peter E. Palumbo, chief information officer and senior director of information systems for Friendly Ice Cream Corp.

Great Circle Family Foods, the Krispy Kreme

Doughnuts area developer for Southern California, received the NRN Technology Innovation Award in the quick-service category for the recent revamping of its entire technology underpinnings. Software from Hula, a division of Duane's Brain Consulting, was a part of that 14-month undertaking.

Following the awards ceremony, Great Circle's director of information technology, Brenda J. Parker, praised her team of technologists. "They worked many long hours and contributed sometimes more than any director had a right to ask of them," she said. "I am especially proud that this award proves to them that the achievement was above and beyond."

Applebee's was recognized for innovation in the full-service category for its development of Apple-PM, an automated, Web-based employee-performance-management system for company operations, including 325 restaurants. Created with the help of Trabon Solutions, 10-month-old Apple-PM delivers numerous benefits — including performance tracking relative to peers and a single database of employee-review data — and already has contributed to improvements in succession of key associates, personal-development activities and retention of top performers, company sources said.

Tamy Duplantis, Applebee's vice president for information technology, accepted the award.

The award for innovation in technology in an on-site setting went to the U.S. Army Reserve Command, located at Fort McPherson in Georgia, for a six-year project automating administrative tasks for up to 2,000 dining facilities throughout the nation and Puerto Rico. The project has cut the time it takes to relay data from the field to headquarters from 60 days to two, among other benefits, and was completed with the help of systems integrator Anteon Corp., software developer Integrated Micro Solutions, and training and software support-desk specialist The Logistics Group.

Representing the Army Reserve Command at FS/TEC was Maj. Robert J. Redford, Quartermaster Corps, chief of the services branch.

Founding sponsors of the conference were IBM Corp., Micro Systems Inc. and Microsoft Corp. Corporate sponsors were Aloha Technologies, Epson America Inc., ParTech Inc. and Squirrel Systems. The affiliate sponsor was Visa USA Inc.



Shari's Management Corp. was named the FS/TEC Foodservice Technology Team Excellence Award-winning company. From left are Shari's Management Corp.'s chief information officer, Ronald McCauley; POS administrator Doug Long; and POS manager Tom Matson.



Left: Peter Palumbo, CIO and senior director of information systems, Friendly Ice Cream Corp., receives his Distinguished Achievement Award.



Right: Phil Joyner, director of information technology, The Restaurant Co., receives his Distinguished Achievement Award.



Above, from left: Jamie Oristano of Siva Corp., with Bruce Alesi and Tom Downs of Epson America Inc.

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Right: U.S. Army Reserves Command was the Nation's Restaurant News Technology Innovation Awards On-Site Category winner. Maj. Robert J. Redford, Quartermaster Corps, chief of the services branch, accepts the award.



Above: FS/TEC attendees "drive-thru" the Visa USA Inc. booth

Right: From left are Bruce Layman, Suzane Pitsch and Chad Hostetler, representatives from Get Thinking Inc., which was named Best First-Time Exhibitor

